

After Hours Quarterly Support Summary

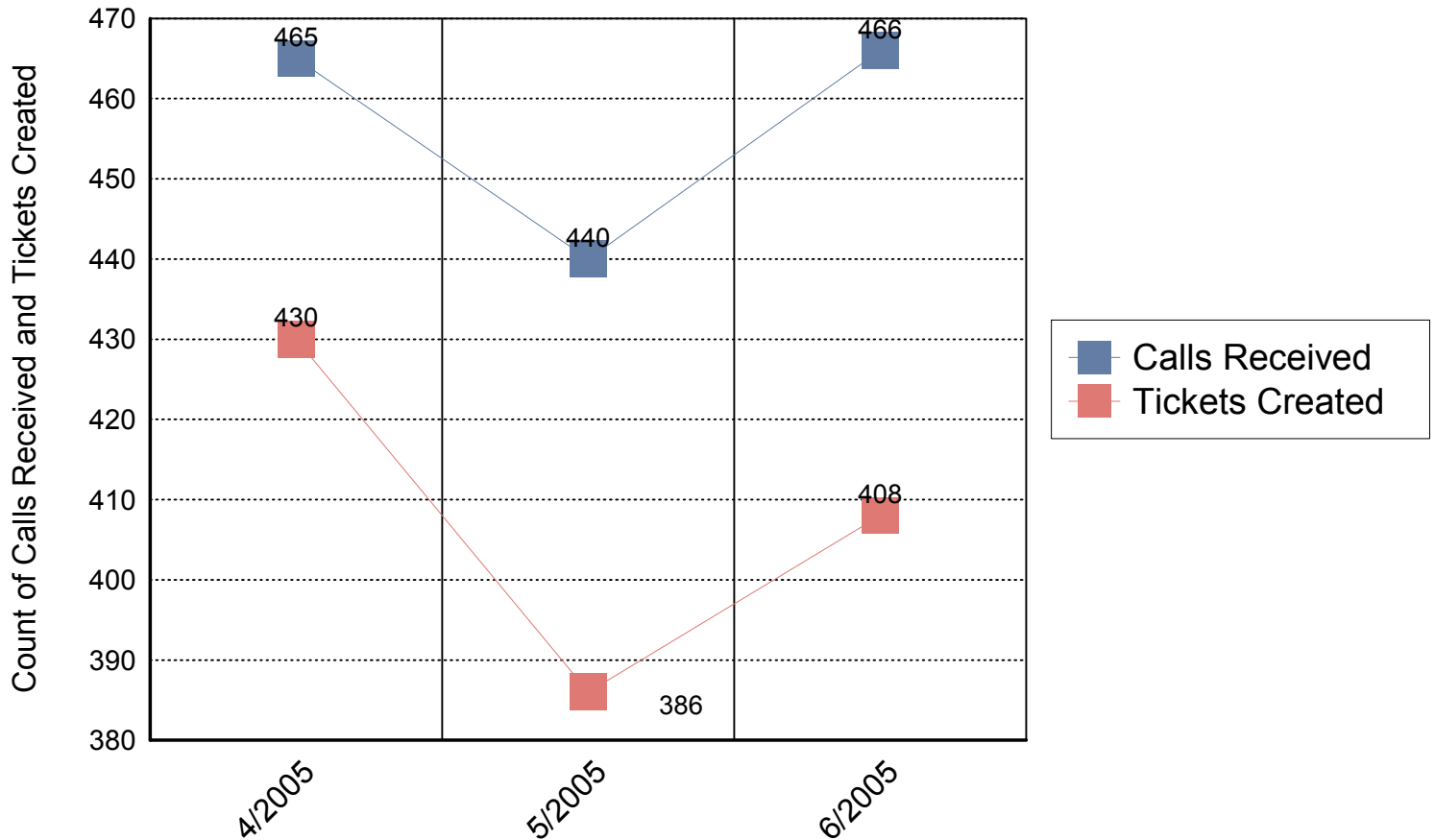
For Period April 01, 2005 to June 30, 2005

Snapshot Date: 7/5/2005

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

Total Calls: 1,371
Total Tickets: 1,224

Calls Received and Tickets Created By Month



NOTE: Occasionally, a phone call does not produce a Remedy ticket (e.g. due to status callback, wrong number, etc.). This explains discrepancies in the calls versus the total number of tickets.

After Hours Monthly Support Summary

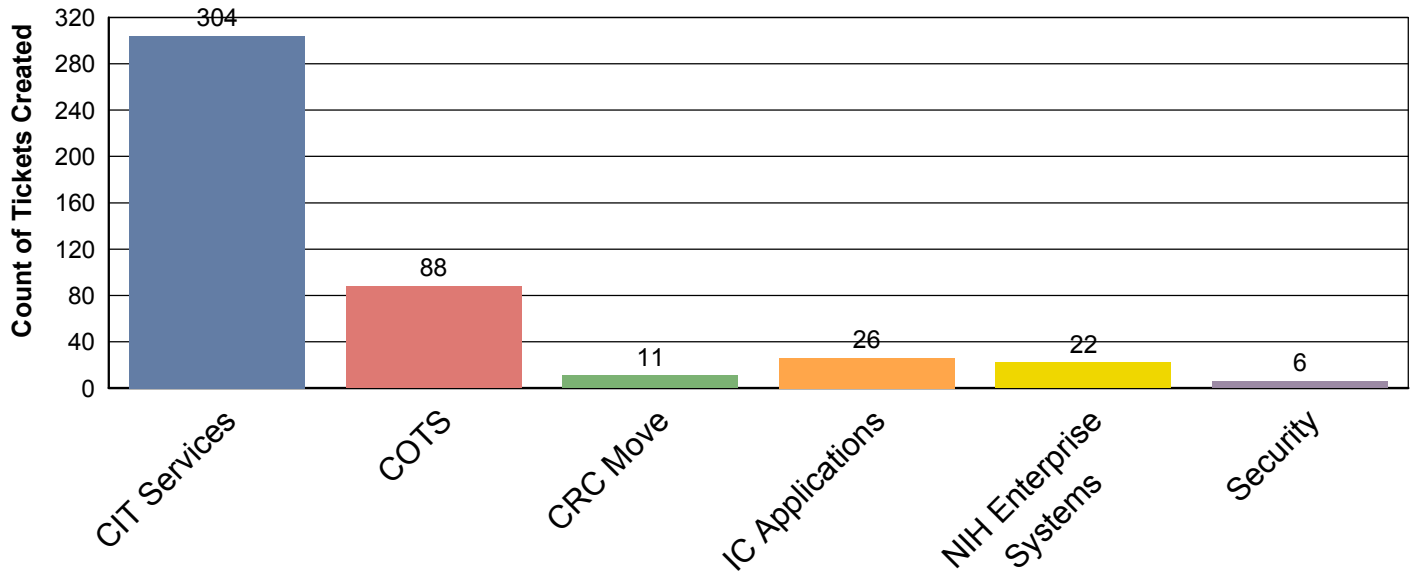
For Period April 01, 2005 to June 30, 2005

For Month of: 4/2005

Calls Received: 465

Tickets Created: 430

Tickets Created By Category Summary

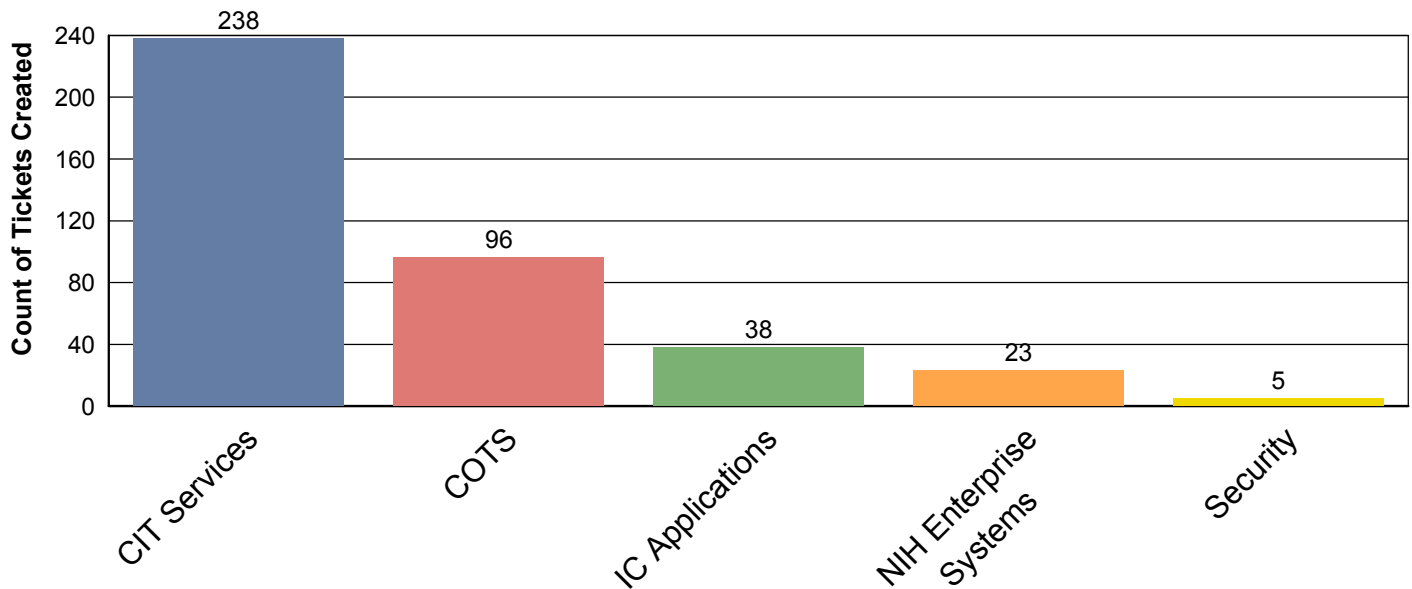


For Month of: 5/2005

Calls Received: 440

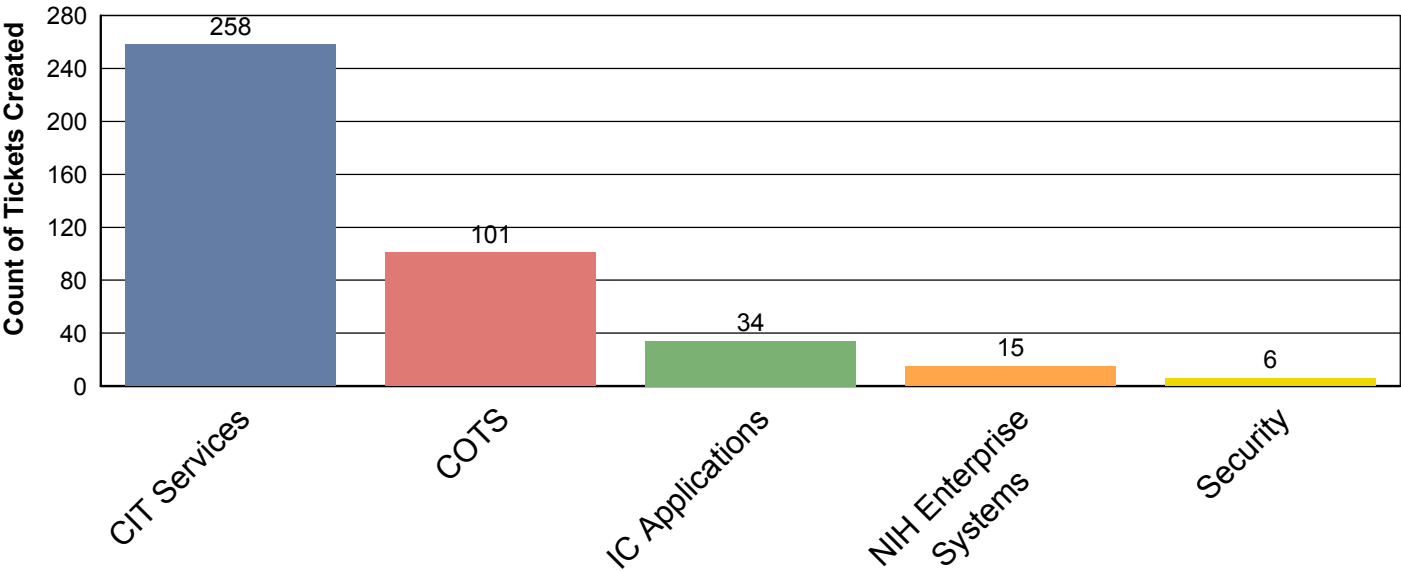
Tickets Created: 386

Tickets Created By Category Summary



For Month of: 6/2005 Calls Received: 466 Tickets Created: 408

Tickets Created By Category Summary



Grand Total:
Calls Received: 1,371
Tickets Created: 1,224